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CABLE & WIRELESS
USA

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APR 09 1999

**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY**

Cable & Wireless, Inc.

8219 Leesburg Pike
Vienna
Virginia 22182

www.cw-usa.net

Telephone (703) 790-5300

April 9, 1999

Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th St. S.W.
TW-A325
Washington, D.C. 20554

RE: *Ex Parte* Presentation
CC Docket No. 98-170
Truth in Billing

Dear Ms. Salas,

On April 8, 1999, Rachel Rothstein and I met with Linda Kinney, Legal Advisor to Commissioner Ness, to discuss Cable and Wireless' positions in the above-mentioned docket. The attached materials summarize our presentation.

An original and one copy of this response are being filed with your office, in accordance with the Commission's rules. Acknowledgment and date of receipt are requested.

Sincerely,

Brent M. Olson
Senior Regulatory Counsel
Cable & Wireless USA, Inc.
703-760-3865

Attachment

Cc: Linda Kinney

No. of Copies rec'd 0+1
List A B C D E

CABLE & WIRELESS USA, INC.

EX PARTE PRESENTATION

CC DOCKET NO. 98-170

April 5, 1999



CABLE & WIRELESS
USA

Recommended Action

- Guidelines, not rules.
- Focus on residential, not business, customers.
- Target Solutions to particular problems.
- No mandatory language for USF and PICC charges.

Guidelines Are Preferable To Rules

- Guidelines allow billing to remain a competitive tool.
- Guidelines allow billing technologies to continue rapid evolution.
- Guidelines reflect appropriate cost/benefit analysis.

Billing Is A Competitive Tool

- Carriers use distinctive billing capabilities to win and retain customers.
- Detailed and rigid rules could significantly impair a carrier's ability to differentiate itself.

Billing Options Are Multiplying Rapidly

- Invoicing increasingly is electronic and paperless.
- Bills increasingly are used as tools to provide one-stop shopping.
- Detailed and rigid rules could hinder development in billing efficiency.

Guidelines Reflect Appropriate Cost/Benefit Analysis

- Guidelines promote billing clarity, not billing uniformity.
- Guidelines balance public interest goals of clearer, simpler format and presentation with carrier costs and system limitations.

Guidelines Should Focus On Residential Customers

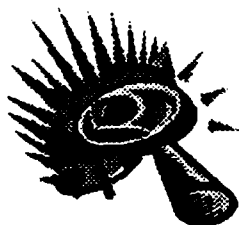
- Residential customers are more at risk from unscrupulous service providers.
- Businesses require and demand more detailed, flexible invoices to track costs and preserve their own competitive edge.

Guidelines Should Be Targeted At Particular Problems

- Many of the Commission's proposals are directed at the confusion caused by third party billing, but appear to apply to all service providers.
- Non-targeted solutions could impose significant unintended costs and burdens on service providers.

The FCC Should Not Mandate Specific Language for USF and PICC Charges

- Any Commission action should be focused on the prevention of false or misleading statements, not on a carrier's chosen method to collect these charges.
- Any safe harbor language must accommodate the differences in and limitations of carriers' billing systems.



Sales Bulletin's

The Universal Service Charge (USC) & Presubscribed Interexchange Carrier Charge (PICC) 1/98

Bill Insert	Competitive Info: PICC	O&A: PICC	Competitive Info: USC	O&A: USC
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● Bill Insert

New Federal Charges Go into Effect Immediately

You will see two new line items on your long distance bill beginning with this invoice.

The "Universal Service Charge" is the result of an order issued by the Federal Communications Commission as part of its Universal Service Reform. The FCC designed the Universal Service Fund program to ensure the delivery of affordable telecommunications service to all Americans. The Universal Service Fund will be used to support access to basic telecommunications services for low-income and rural consumers, and access to advanced telecommunications services for eligible schools, libraries, and rural health care providers. The charge will be calculated as 4.9 percent of usage and fees, excluding local and in-state usage. This 4.9% rate may vary on a quarterly basis depending on how much revenue the FCC determines is necessary to support universal service programs.

If you would like more information on the Universal Service Charge, please call 1-888-873-2250. You may also visit Universal Service Administrative Corporation's website at <http://www.neca.org> or the FCC homepage at http://www.fcc.gov/ccb/universal_service/.

The "Presubscribed Interexchange Carrier Charge" represents a new charge that the FCC requires all long distance companies to pay to local telephone companies for access to their local networks. Initially we will recover this charge as 3.9 percent of usage and fees, excluding local and in-state usage. Once all local telephone companies can provide us with more specific information, we will base this charge on the actual number of access lines or trunks that each customer has presubscribed to Cable & Wireless.

If you would like more information on the Presubscribed Interexchange Carrier Charge, please call 1-888-742-2007.



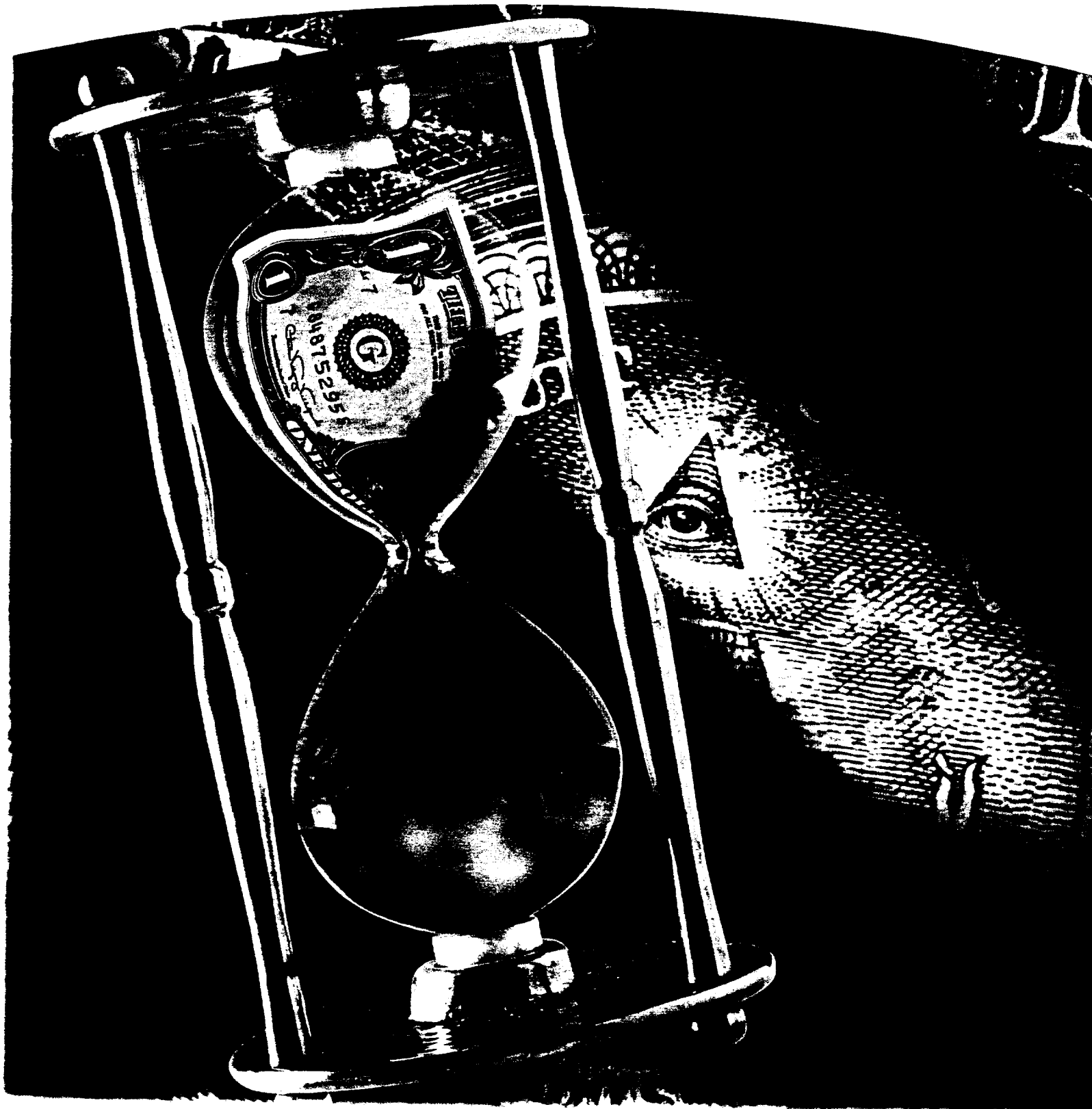
Sales Bulletins	Product Info	Programs	Promotions
	Customers	Voice Home	



CABLE & WIRELESS
USA

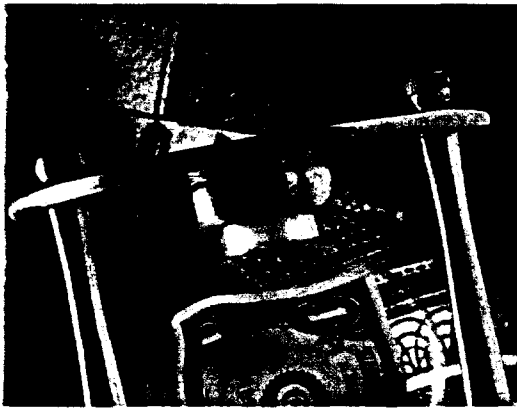
The Intelligent Bill

Smart Solutions for Managing Telecom Expenses



Save Time and Reduce Telecom Expenses

with The Intelligent Bill



This is one bill that you won't want to send directly to the accounts payable department. That's because it provides insightful management information — information you can use to control expenses, save administrative time, spot trends that impact your business, and gain a competitive edge against your competitors.

The Intelligent Bill from Cable & Wireless helps businesses . . .

- Reduce costs dramatically by monitoring and controlling unauthorized calls
- Eliminate the time it often takes to bill back phone charges to clients, projects, and cost centers . . . even automatically add a markup to recoup overhead costs
- Optimize staffing of toll-free numbers to capture more business opportunities on the first ring
- Assess employee productivity on the phone so you can provide coaching to employees as necessary
- And much more.

Unlike in-house call accounting systems, Cable & Wireless' intelligent billing solutions don't require any special equipment, support personnel, or maintenance. You automatically receive the information with your monthly invoice. And of course, our intelligent billing solutions are also available to multi-national companies that use our Global Intelligent Virtual Network (GIVN) services.



Gain Insight with Management Reports

When you choose Cable & Wireless as your long distance company, you can also choose from more than 50 different management reports. But rest assured you won't be inundated with paper that you don't want or need. A Cable & Wireless representative will help customize a report package to fit the specific needs of your business. And you have the option of receiving reports electronically.

For quick and easy reference, your Intelligent Bill package will always include a management report index listing the types of reports.

You can forecast expenses and budget with confidence armed with the Long Distance Services Usage Summary and Corporate Invoice Summary.



CABLE & WIRELESS COMPLETE
HIGH TECH SERVICES, INC., CYPRESS, CA
EXPRESS, CA

BILLING

ACCOUNT STATEMENT LONG DISTANCE SERVICES			
USAGE COSTS			
CURRENT USAGE CHARGES	CALLS	MINUTES	AMOUNT
Outbound	5,670	14,513.1	\$1,094.62
Domestic	5,670	14,513.1	\$1,094.62
International	0	0	\$0.00
Other	0	0	\$0.00
TOTAL USAGE COSTS	15,233	38,514.3	\$4,086.41

MONTH END DISCOUNTS		AMOUNT
CURRENT MONTH END DISCOUNTS		\$478.57
Complete Term Plan Discount (100 Month)		\$478.57
TOTAL MONTH END		\$478.57

RECURRING CHARGES		AMOUNT
CURRENT RECURRING CHARGES		\$284.44
SERVICE CHARGES		\$284.44
Domestic		\$284.44
International		\$0.00
Other		\$0.00
TOTAL SERVICE CHARGES		\$284.44

FEATURE CHARGES
Domestic



CABLE & WIRELESS
USA

CABLE & WIRELESS COMPLETE
HIGH TECH SERVICES, INC.,
Corporate Acct. # XCA9999999

INVOICE DATED: SEP 16, 1998

CORPORATE INVOICE SUMMARY							
Service	Usage Costs	Month End Discounts	Recurring Charges	Non-Recurring Charges	Taxes & Surr-Charges	Service Total	% Corp Total
HIGH TECH SERVICES, INC. ACCT: EAL9999999 25 EAST STREET KIRBY, AL 36221-5000	Long Distance TOTAL \$152.54	\$0.00 \$0.00	\$8.88 \$8.88	\$0.00 \$0.00	\$12.51 \$12.51	\$173.93 \$173.93	2.80 2.80
ACCOUNT TOTAL						\$173.93	

Service	Usage Costs	Month End Discounts	Recurring Charges	Non-Recurring Charges	Taxes & Surr-Charges	Service Total	% Corp Total
HIGH TECH SERVICES, INC. ACCT: ECAB8888888 1000 CENTER STREET CYPRESS, CA 90630-0000	Long Distance TOTAL \$3,284.93	\$0.00 \$0.00	\$838.94 \$838.94	\$0.00 \$0.00	\$274.56 \$274.56	\$4,398.43 \$4,398.43	70.98 70.98
ACCOUNT TOTAL						\$4,398.43	

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CABLE & WIRELESS COMPLETE
HIGH TECH SERVICES, INC., CYPRESS, CA
ECAB8888888

BILLING PERIOD: AUG 16 - SEP 15, 1998

LONG DISTANCE SERVICES USAGE SUMMARY REPORT

CALL TYPE SUMMARY							
	CALLS	MINUTES	COST BEFORE MONTH END DISCOUNTS	MONTH END DISCOUNTS	NET COST AFTER DISCOUNTS	Avg NET COST PER MINUTE	
OUTBOUND							
DOMESTIC							
Domestic	2,121	4,704.2	\$222.71	\$1.00	\$222.71	\$0.0474	
INSTATE DISC	373	1,019.6	\$57.78	\$1.00	\$57.78	\$0.0567	
INSTATE SW	42	92.1	\$7.16	\$1.00	\$7.16	\$0.0769	
TOTAL INSTATE	2,536	5,816.9	\$287.71	\$2.00	\$287.71	\$0.0495	
INTERSTATE DISC	2,449	7,345.4	\$543.56	\$110.18 CR	\$433.38	\$0.0590	
INTERSTATE SW	447	808.5	\$44.94	\$12.17 CR	\$32.77	\$0.0790	
TOTAL INTERSTATE	2,909	8,203.9	\$628.55	\$127.35 CR	\$501.20	\$0.0611	
TOTAL DOMESTIC DEDICATED	4,965	13,669.2	\$874.11	\$110.18 CR	\$763.93	\$0.0546	
TOTAL DOMESTIC SWITCHED	482	951.6	\$92.15	\$17.17 CR	\$74.98	\$0.0780	
TOTAL ALL DOMESTIC	5,445	14,620.8	\$916.26	\$127.35 CR	\$788.91	\$0.0563	
INTERNATIONAL							
Domestic	139	329.5	\$65.24	\$1.00	\$65.24	\$0.2082	
Domestic	90	195.8	\$49.91	\$1.00	\$49.91	\$0.5523	
TOTAL INTERNATIONAL	228	485.3	\$115.15	\$2.00	\$113.15	\$0.2420	
TOTAL OUTBOUND DEDICATED	5,101	13,401.7	\$893.35	\$110.18 CR	\$783.17	\$0.0584	
TOTAL OUTBOUND SWITCHED	572	1,111.4	\$142.06	\$17.17 CR	\$124.89	\$0.1124	
TOTAL ALL OUTBOUND	5,673	14,513.1	\$1,035.41	\$127.35 CR	\$908.06	\$0.0626	

CABLE & WIRELESS COMPLETE
HIGH TECH SERVICES, INC., CYPRESS, CA
ECAB8888888

BILLING PERIOD: AUG 16 - SEP 15, 1998

LONG DISTANCE SERVICES USAGE SUMMARY REPORT				
USAGE HISTORY				
INVOICE DATE	MINUTES	COST BEFORE MONTH END DISCOUNTS	MONTH END DISCOUNTS	NET COST AFTER DISCOUNTS
Aug 16, 1998	26,625.1	\$2,550.57	\$307.32	\$2,243.25
Aug 17, 1998	16,809.1	\$1,110.78	\$268.64	\$842.14
Aug 18, 1998	10,481.1	\$673.20	\$133.52	\$539.68
Aug 19, 1998	32,238.1	\$3,049.04	\$412.00	\$2,637.04
Aug 20, 1998	30,699.1	\$3,284.93	\$372.75	\$2,912.18
Aug 21, 1998	38,514.3	\$4,086.41	\$478.57	\$3,607.84
TOTAL TO DATE	197,891.8	\$18,571.33	\$2,167.81	\$16,403.52

The Call Type Summary provides an overview of call traffic, while the Usage History makes it easy to spot variances in monthly usage patterns.

Samples shown are smaller than actual size of The Intelligent Bill.

Get the Level of Detail You Want

The **Top 20 Most Frequently Called Numbers Report** gives you valuable insight into where your employees are focusing their efforts and could indicate the need for face-to-face visits with certain customers. This report is also available for Toll-Free and Calling Card Calls.

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ECAB888888

BILLING PERIOD: AUG 16 - SEP 15, 1998

TOP 20 MOST FREQUENTLY CALLED NUMBERS - OUTBOUND

MOST FREQUENTLY CALLED NUMBERS	LOCATION	CALLS	MINUTES	COST BEFORE VOLUME DISCOUNTS	AVERAGE CALL LENGTH
562-555-0195	LAKEWOOD, CA	102	40.0	\$2.39	2.4
310-555-4805	SAN MONICA, CA	94	54.5	\$3.01	2.9
781-555-5310	HULL, MA	90	304.5	\$22.97	1.4
213-555-5087	MONTESBELLO, CA	74	155.7	\$7.43	2.1
770-555-0297	LAWRENCEVILLE, GA	68	248.3	\$11.32	2.2
317-555-0280	GREENFIELD, IN	66	250.8	\$18.88	3.8
612-555-1348	WAYZATA, MN	54	345.0	\$25.88	2.4
626-555-4010	LA PUENTE, CA	50	95.8	\$4.11	1.7

The **Long Call Report** used with employee account codes can point out the need for employee training in making shorter, more productive calls, or it may indicate other problem areas that need to be checked.

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ECAB888888


BILLING PERIOD: AUG 16 - SEP 15, 1998

LONG CALL REPORT

LONGCALL = 20 LONGEST CALLS

TERMINATING NUMBER	DESTINATION	DATE	TIME	CALL LENGTH	COST BEFORE VOLUME DISCOUNTS
207-555-3336 CODE: 701	ELSDORF, ME	08/28	12:38PM	73.2	\$5.42
CODE NAME: JIM SHAW					
708-555-7525 CODE: 333	LA GRANGE, IL	09/09	01:25PM	61.0	\$4.52
CODE NAME: CONDY JONES					
602-555-1758 CODE: 516	MESA, AZ	08/18	02:17PM	54.0	\$4.00
CODE NAME: BOB SMITH					

The **Conference Call Participant Report** identifies all the locations that participated in each conference call and helps you document savings versus face-to-face meetings.



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HIGH TECH SERVICES, INC., CYPRESS, CA

ECAB888888

BILLING PERIOD: AUG 16 - SEP 15, 1998

CONFERENCE CALL PARTICIPANT REPORT

CONFERENCE # 8888888888888

ORIGINATING NUMBER 714-555-6666

CONFERENCE ORIGINATOR: JONES

ORIGINATOR ACCOUNT CODE: 88888

CONFERENCE DATE: 09/15

CONFERENCE TIME: 16:56

PARTICIPANT NUMBER	PARTICIPANT NAME	CALL TYPE	VOLUME MINUTES	COST BEFORE DISCOUNTS
714-555-6666	JONES	800 MEET ME	31.0	18.60
714-555-6666	NELSON	800 MEET ME	35.0	21.60
714-555-6666	HARRIS	800 MEET ME	35.0	21.00
714-555-6666	LEE	800 MEET ME	29.0	11.40
714-555-6666	ELDEN	800 MEET ME	37.0	22.20
714-555-6666	BAKER	800 MEET ME	35.0	21.00
714-555-6666	WALL	800 MEET ME	33.0	19.80
TOTAL # PARTICIPANTS: 7			TOTAL: 225.0	\$135.60
			TOTAL COST:	\$135.60
TOTAL NUMBER OF CONFERENCES: 4			COST BEFORE VOLUME DISCOUNT	
TOTAL COST ALL CONFERENCES: \$1,038.60			DISCOUNT	


SUMMARY BY CALL TYPE:

CALL TYPE	MINUTES	COST BEFORE VOLUME DISCOUNT
800 MEET ME	1,731.0	\$1,038.60
TOTAL USAGE:	1,731.0	\$1,038.60

* Conference Call: Originator

Samples shown are smaller than actual size of The Intelligent Bill.

The **800 Incomplete Call Attempt Report** uncovers the need for additional toll-free lines and lists the phone numbers of the callers who couldn't get through so you can follow-up on these business opportunities.



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HIGH TECH SERVICES, INC., CYPRESS, CA
ECAB888888

BILLING PERIOD: AUG 16 - SEP 15, 1998

800 INCOMPLETE CALL ATTEMPT REPORT

800 NUMBER: 800-999-8888

DATE	TIME	ORIGINATING NUMBER	ORIGINATING LOCATION
09/02	3:22:41PM	701-555-5146	GRANDFORKS ND
09/11	3:53:59PM	804-555-6061	50 BOSTON VA
09/13	4:07:07PM	562-555-5072	PICORIVERA CA
09/15	4:51:27PM	956-555-5635	DONNA TX

TOTAL 800-999-8888

4 CALL ATTEMPTS


800 NUMBER: 800-999-6666

DATE	TIME	ORIGINATING NUMBER	ORIGINATING LOCATION
08/17	7:26:03AM	704-555-2995	MOORESVL NC
08/17	7:27:43AM	770-555-9362	DULUTH GA
08/19	7:28:35AM	770-555-9058	DULUTH GA
09/25	7:33:21AM	716-555-5723	SROOKLYN NY
08/26	7:36:07AM	616-555-0414	TRAVERSE CITY MI
08/26	7:42:18AM	734-555-0305	PLYMOUTH MI
09/02	7:44:10AM	764-555-9769	ROULMAN NC
09/06	7:45:04AM	305-555-5135	ALABASTER AL
09/11	7:45:55AM	605-555-3972	MARION SD
09/11	7:51:08AM	407-555-0095	WINTERBURN FL
09/14	7:59:40AM	708-555-1805	LA GRANGE IL
09/15	8:08:46AM	217-555-5492	DECATUR IL

TOTAL 800-999-6666

12 CALL ATTEMPTS

With the **Calling Card Management Report** you can track and analyze out-of-office calls just as easily as if the calls were made through your own phone system.

 CABLE & WIRELESS USA						
CABLE & WIRELESS COMPLETE						
HIGH TECH SERVICES, INC., CYPRESS, CA ACCT. # ECAB888888				BILLING PERIOD AUG 16 SEP 15, 1998		
CALLING CARD MANAGEMENT REPORT						
CARD NAME	CARD NUMBER	CARD FEATURE PROFILE	STATUS	ASSIGNED/ CANCELLED	CARD SERVICES USED	USAGE
JOHN BROWN	1111111	PERS. SPEED DIAL QUICK CONFERENCE MESSAGE DELIVERY VOICE/FAX MAILBOX INT'L ACCESS PAGER NOTIFY	ACTIVE	09/23/96	CALLING CARD USG VOICE MSG DEL FAX MSG DEL MAILBOX ACTIVITY MSG NOTIFICATION CARD TOTAL	\$33.28 1.34 \$34.38 \$50.73 \$3.91 \$122.64
PAM LECHNER	2222222	PERS. SPEED DIAL QUICK CONFERENCE MESSAGE DELIVERY VOICE/FAX MAILBOX INT'L ACCESS PAGER NOTIFY	ACTIVE	11/08/96	CALLING CARD USG	\$20.26
					CARD TOTAL	\$20.26



Simplify Call Accounting

When you receive your Intelligent Bill, the Summary Reports will give you a complete picture of all calls made with the same account code—including calling card or conference calls.

itemize
the complete details of each call
so that you can track usage costs
by employee, cost center, client
or project.

saves
administrative time by eliminating
the need to manually assign charges
to clients or cost centers.



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BILLING PERIOD: AUG 16 - SEP 15, 1998

CALL DETAIL REPORT

ACCOUNT CODE: 701

ACCOUNT NAME: JIM SHAW

OUTBOUND

DATE	TIME	TERMINATING NUMBER	TERMINATING LOCATION	MINUTES	COST
09/14	10:13:41AM	216-555-6161	CLEVELAND OH	.5	\$.06
09/14	10:16:09AM	216-555-6161	CLEVELAND OH	.5	\$.06
09/14	10:28:20AM	216-555-5151	CLEVELAND OH	3.1	\$.33
09/14	11:09:54AM	704-555-5848	CHARLOTTE NC	3.5	\$.37
09/14	3:10:31PM	876-555-6855	JAMAICA	2.2	\$1.76
09/14	3:40:14PM	52-55568365	MEXICLI LOMX	5.0	\$1.45
09/14	9:00:36PM	33-555800333	FRANCE	1.0	\$.29
09/15	10:42:10AM	770-555-1405	DULUTH GA	1.9	\$.20
09/15	11:21:16AM	770-555-1405	DULUTH GA	2.7	\$.29
09/15	11:43:59AM	912-555-7577	ST MARYS GA	.5	\$.06
09/15	11:48:27AM	912-555-7577	ST MARYS GA	.5	\$.06
09/15	11:50:16AM	921-555-7577	ST MARYS GA	.5	\$.06
09/15	11:54:21AM	423-555-0707	CLEVELAND TN	1.0	\$.11
09/15	1:25:00PM	718-555-5558	QUEENS NY	1.5	\$.16
09/15	2:24:26PM	419-555-1517	MANSFIELD OH	.6	\$.07

TOTAL OUTBOUND

121 CALLS

173.6 MINS

\$33.30

SUMMARY REPORT BY ACCOUNT CODE

ACCOUNT CODE	CALL TYPE	NAME/NUMBER	CALLS	MINUTES	COST
701	OUTBND	BUSINESS LINES D	121	173.6	\$33.30
JIM SHAW	800	888-555-2222	16	79.3	\$20.89
	CCARD	ALL CARDS	7	56.2	\$37.73
ACCOUNT CODE TOTAL			144	311.1 (0.3% OF TOTAL COSTS)	\$91.92
769	OUTBND	BUSINESS LINES D	4	18.0	\$1.78
SALLY FIELDS					
ACCOUNT CODE TOTAL			4	18.0 (0.2% OF TOTAL COSTS)	\$1.78
842	OUTBND	BUSINESS LINES D	2	2.3	\$0.25
DAN COOPER					
ACCOUNT CODE TOTAL			2	2.3 (0.0% OF TOTAL COSTS)	\$0.25
NO ACCT CODE USED	OUTBND	BUSINESS LINES	16	17.3	\$4.86
		714-555-1676 F	112	117.7	\$27.23
	800	888-555-7820 17	70.4	\$8.80	
		888-555-4849 31	152.2	\$19.88	
NO ACCOUNT CODE TOTAL			176	357.6 (7.3% OF TOTAL COSTS)	\$60.77
TOTAL USAGE			2,425	6,698.3 (100.0% OF TOTAL COSTS)	\$833.34

F = Fax
D = Dedicated
Business lines = Includes all outbound office usage
NO ACCT CODE USED = usage without account codes

Put our other valuable reports to work for you as well, such as Time of Day, Day of Week, Exception Reports, Area Code Reports, Summary Report by Number, and other Calling Card Reports.

Samples shown are smaller than actual size of The Intelligent Bill.

◀ Visit our Web site for more information <http://www.cw-usa.net> ▶

Enhanced

Account Code Features



You can select from a wide range of call accounting, as demonstrated in the solutions chart. Your Cable & Wireless representative can help analyze your business needs and then recommend the best combination of features to meet those needs. Some of our enhanced capabilities are highlighted below.

Business Need	Cable & Wireless Solutions	Benefits
Break down calls by employees, cost centers, clients, etc.	Any type of account code	<ul style="list-style-type: none"> • Makes it easy to verify calls and charge back costs • Discourages unauthorized calls
Add a mark up to long distance calls for bill-back purposes	Capture® Billing	<ul style="list-style-type: none"> • Generates a client-ready invoice, complete with mark up • Allows you to recoup your overhead costs
Break down calls by 2 levels of detail, such as employee and client or employee and dept.	Precision™ Billing	<ul style="list-style-type: none"> • Tracks employee productivity overall as well as identifies billable charges
See employee, cost center, or client name printed on Call Detail Reports in addition to (or instead of) the account code	Alpha Account Codes	<ul style="list-style-type: none"> • Eliminates need to manually cross reference account code numbers to names • Protects confidentiality of codes
Assign and deny calling privileges	Programmable Security Codes	<ul style="list-style-type: none"> • Ensures 100% accountability of calls made • Lets you set up and revoke call privileges on a moment's notice
Free up storage space	Electronic Billing	<ul style="list-style-type: none"> • Provides bill on diskette or CD-ROM, eliminating the need to file paper bills



Get Online

with Electronic Billing

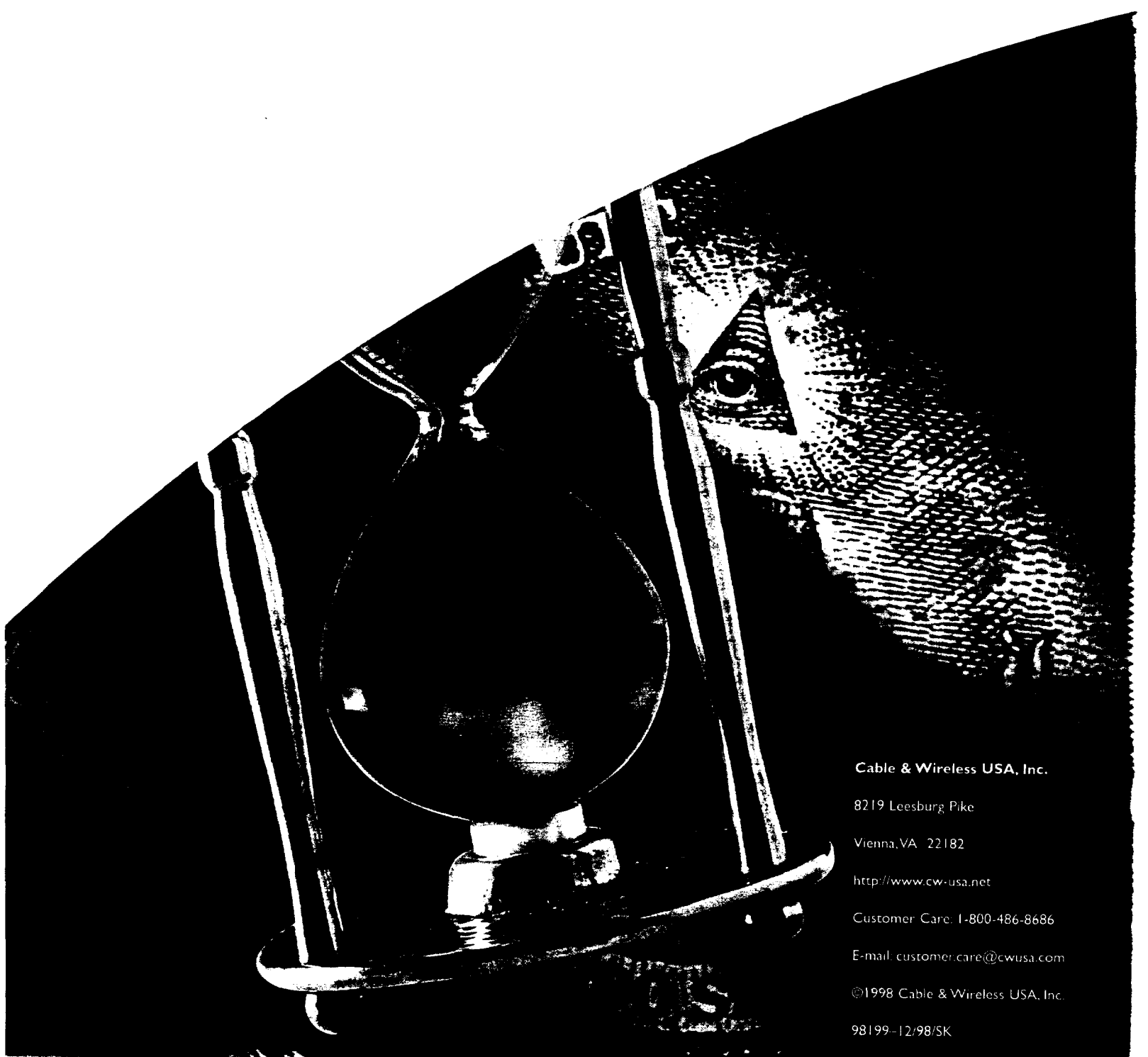
You can receive your monthly invoice and management reports electronically in place of (or in addition to) the traditional paper bill. Choose from our family of Electronic Billing Information Services® (E-BIS®) if you want to:

- Save on storage space
- Print out reports on demand
- Zero in quickly on specific information with a few key strokes

E-BIS Options	Features and Benefits
Electronic Intelligent Bill™ (EIB™)	<ul style="list-style-type: none">• Enables you to view an electronic copy of your paper invoice and management reports, search for specific information, and print selected pages• Works with an exceptionally easy-to-use Windows-based software package from Cable & Wireless• Monthly invoice available online, on CD-ROM, or on diskette
Call Management Software (CMS)	<ul style="list-style-type: none">• Allows you to create customized management reports, call detail reports, and charts and graphs• Uses Cable & Wireless-provided software• Enables you to mark calls up or down for bill-back purposes• Monthly bill available online or on diskette
Call Detail Records (CDR)	<ul style="list-style-type: none">• Lets you manipulate call detail records to create customized management reports• Works with virtually any spreadsheet and/or database package you already have• Monthly call detail records available online, on CD-ROM or on diskette• The most efficient solution for businesses with over 35,000 call records



CABLE & WIRELESS
USA



Cable & Wireless USA, Inc.

8219 Leesburg Pike

Vienna, VA 22182

<http://www.cw-usa.net>

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